

American Delay Compensation Not Paid — How to Follow Up and Escalate

Delay compensation from American — whether in the form of travel vouchers, miles, or meal/hotel reimbursement — is typically processed within 7 to 14 days after the delay event when it was promised or automatically triggered by American's policies. If compensation has not arrived after this window, calling the reservations line with the original flight number, travel date, and the type of compensation expected initiates a trace. If American fails to provide compensation it is obligated to deliver, the DOT complaint process provides formal escalation.

Compensation Follow-Up Guide	
Timeline	Most vouchers sent within 7–14 days after delay.
Check Spam	Voucher emails often land in junk folder.
Escalate	Call +1 (855) 235-1998 with flight number and delay date.
DOT Route	File DOT complaint if the airline doesn't respond.
Contact	+1 (855) 235-1998 — 24/7 American emergency line

Types of American Delay Compensation and Their Timelines

American delay compensation takes several forms: meal vouchers issued at the airport during the delay, hotel and transportation vouchers for overnight delays, travel credit vouchers sent after the fact, and AAdvantage goodwill miles applied to the account. Airport-issued vouchers (paper or electronic) should have been received at the time of the delay. Post-delay email vouchers and AAdvantage miles credits typically arrive within 7 to 14 days. Each compensation type has a different delivery channel and may require separate follow-up if not received.

Checking All Delivery Channels

Before calling the reservations line about missing compensation, check all possible delivery channels: the email inbox including spam and junk folders (for email vouchers), the AAdvantage account at aa.com (for mile credits), any physical vouchers from the airport that may have been misplaced, and the American app notifications. Some American compensation vouchers are delivered directly to the AAdvantage account balance without an accompanying email, so the account balance check at aa.com is an important step.

Following Up Through +1 (855) 235-1998

When following up about missing delay compensation through the reservations line, having the following information ready speeds the process: the original flight number, the scheduled and actual departure dates, the delay duration, the compensation that was promised or that you believe is owed, and any reference numbers or case numbers from the delay event. The American agent will pull up the flight record and the associated compensation case, and can reissue vouchers or initiate mile credits that were not properly delivered.

Escalation Through the DOT

If American acknowledges that compensation is owed but fails to process it after a reasonable follow-up period, filing a complaint with the U.S. Department of Transportation Aviation Consumer Protection division creates an official enforcement record. Airlines typically respond to DOT complaints with resolution within 30 to 60 days. The DOT complaint should document the flight information, the compensation owed, the timeline of follow-up contacts with American, and the current status. Contact the reservations line for American compensation follow-up and visit aa.com for compensation status tools.

AAdvantage goodwill miles for delays and disruptions are applied at American's discretion rather than through a mandatory formula. The amount offered depends on the severity of the disruption, the length of the delay, and the AAdvantage tier of the affected passenger. AAdvantage Executive Platinum members generally receive more generous goodwill consideration than non-status members for equivalent disruptions. Calling the reservations line and identifying Executive Platinum status when following up on missing compensation ensures the most favorable review.

EU261 compensation rules, which require cash payments for significant delays on flights departing from EU airports, are separate from American's standard AAdvantage goodwill process. For American international flights departing from European Union countries, EU261 compensation claims can be submitted directly to American or through a compensation claims service. The EU261 claim process is distinct from calling the reservations line for domestic delay compensation and follows the EU regulatory framework. Contact +1 (855) 235-1998 for American international delay rights information.

Keeping a personal record of all American flight disruptions — including the flight number, scheduled and actual times, the announced cause, and any accommodation provided or promised — creates a comprehensive documentation package for compensation follow-up. This documentation is particularly valuable if multiple disruptions occur over a trip or season, as it allows a comprehensive goodwill or compensation request through aa.com that covers the full scope of disruptions rather than addressing each individually. Contact the reservations line for AAdvantage goodwill request processing.

For AAdvantage members who want to submit a formal compensation request after a American delay rather than waiting for American to initiate contact, visiting aa.com and locating the customer care or feedback submission form provides the direct path to a compensation claim. Submitting the request

with the flight number, delay duration, reason code provided by American, and any receipts for out-of-pocket expenses incurred during the delay creates a complete compensation file. American's customer care team typically responds within 7 to 14 days with a compensation offer or a request for additional documentation.

For travelers who received electronic meal or accommodation vouchers from American during a delay at the airport and are having trouble redeeming them, calling the reservations line to verify the voucher code is still valid and was correctly issued resolves most redemption issues before the voucher expires. Electronic vouchers issued by gate agents during disruptions sometimes have technical issues with redemption codes that require a +1 (855) 235-1998 agent to reissue or validate. Keeping all airport-issued documentation including voucher emails, reference numbers, and communication from American staff creates a complete file for any reissuance request.

In situations where multiple compensation claims are outstanding from the same American trip — such as delay compensation from one segment and cancellation accommodation from another segment on the same itinerary — submitting a single comprehensive compensation request through aa.com that covers the entire trip experience often results in more complete and faster resolution than submitting separate claims for each disruption. Including the flight numbers and dates for all disrupted segments, the total duration affected, and all receipts for out-of-pocket expenses in a single detailed submission provides American's customer care team with the complete picture for a coordinated response.

For travelers whose American delay resulted in significant out-of-pocket costs beyond standard meal and hotel accommodation — such as missed non-refundable hotel stays, missed event tickets, or pre-paid car rentals that could not be used — submitting a comprehensive post-trip compensation claim through aa.com that documents all incurred costs is worthwhile. While American is not obligated to cover all consequential costs, goodwill consideration for substantial losses caused by a long delay is sometimes provided, particularly for AAdvantage Executive Platinum members. Visit aa.com and contact the reservations line to submit the comprehensive compensation request.

Delay Compensation Missing — Here's How to Get It

If American delay compensation or a promised voucher hasn't arrived after 14 days, call +1 (855) 235-1998 with the flight number and delay date to initiate a trace. Keep all documentation — the DOT complaint process is your escalation path if needed.

Delay compensation information reflects American's 2026 policies and applicable regulations. Contact +1 (855) 235-1998 for compensation follow-up.